



### About the Baldridge Performance Excellence Program

Created by Congress in 1987, the Baldridge Program helps organizations improve and succeed in the competitive global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the greater Baldridge community, the Baldridge Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by teams of trained experts, presentations and workshops on how to improve, and conferences and other events that showcase best management practices.

## Baldridge in Michigan

- **26 Michigan applicants for the Baldridge Award (2005–2015)**
- **1 Michigan award applicant in 2015 represents over 5,500 jobs, 30 work locations, \$2.5 billion in revenues/budgets, and an estimated 289,000 customers served.**
- **9 Baldridge examiners from Michigan volunteered over \$136,000 in services in 2015.**

## Michigan National Role Models

Henry Ford Health System, health care, 2011 (Detroit)

Bronson Methodist Hospital, health care, 2005 (Kalamazoo)

Cadillac Motor Car Company, manufacturing, 1990 (Warren)

### Success Story



Henry Ford Health System, headquartered in Detroit, Michigan, is one of the nation's leading comprehensive, integrated health systems. It provides health insurance and health care delivery, including acute, specialty, primary, and preventive care services backed by excellence in research and education. Founded in 1915 by auto pioneer Henry Ford, the system is committed to improving the health and well-being of a diverse community. It includes seven hospitals (a large, Level 1 trauma flagship hospital; four community hospitals; and two psychiatric facilities); 33 multispecialty ambulatory care centers; affiliated physician practices; a research and education component; the Health Alliance Plan (providing health coverage to more than 467,000 members); and 91 community care operations including outpatient behavioral health, nursing homes, hospices, and dialysis centers, and a broad range of retail operations offering services such as optometry and home medical products. The 140 sites with system facilities serve a three-county region in southeast Michigan encompassing Detroit and its suburbs.

### Selected Results

- Health Alliance Plan rated number one for member satisfaction among all health insurance plans in Michigan by J.D. Power and Associates
- For the Health Alliance Plan, National Committee for Quality Assurance 90th percentile or higher for customer engagement and satisfaction over 3 years
- Satisfaction with medical centers greater than the Press Ganey 90th percentile for southeast Michigan
- Approximately 80% of patients saying they are likely to recommend the organization
- Decrease in central-line infections from 10 per year to 3

## Michigan Performance Excellence

The Alliance for Performance Excellence (<http://www.baldrigepe.org/alliance/>), a network of regional, state, and local Baldrige-based programs, serves organizations from all industry sectors and nearly all U.S. states. These programs rely on the Baldrige Program for the Baldrige Excellence Framework and other resources but operate without financial support from the Baldrige Program. Michigan Performance Excellence (<http://www.miperformanceexcellence.org/>) was formed in 1993 as the Michigan Quality Council, a partnership of leading Michigan organizations and the State of Michigan. Leaders in these organizations believed Michigan needed a program to encourage use of the Baldrige Criteria to improve performance and enhance competitiveness. The mission of Michigan Performance Excellence is to help organizations improve their performance using the Baldrige Criteria for Performance Excellence. This is achieved by evaluating organizations and providing feedback on strengths and improvement areas; identifying and promoting best practices; recognizing exemplary performance; and providing professional development, education, and coaching.

### 2010–2015 Michigan Performance Excellence Recipients and Honorees

Sparrow Hospital (Michigan Performance Excellence Award)

Allegiance Health (Honor Roll)

Crittenton Hospital Medical Center (Honor Roll)

The CSM Group, Inc. (Honor Roll)

Davenport University (Honor Roll)

Grand Rapids Community College (Honor Roll)

Special Tree Rehabilitation System (Honor Roll)

Gift of Life Michigan (Honor Roll)

ProMedica North Region—Acute Care Division (Honor Roll)

Kent District Library (Navigator)

## AHCA/NCAL National Quality Award Winners in Michigan

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long term and postacute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Riverside Nursing and Rehabilitation Community (2015, Silver)

Tendercare Health and Rehabilitation Center of Wyoming (2015, Bronze)

Tendercare Clare (2015, Silver)

Alpha Manor Nursing Center (2015, Bronze)

Tendercare Alpena (2015, Silver)

Camelot Hall Convalescent Centre (2015, Bronze)

Countryside Nursing and Rehab (2015, Bronze)

Manor of Battle Creek (2015, Bronze)

Northwest Manor (2015, Bronze)

Okemos Health and Rehabilitation Center (2015, Bronze)

Regency at Bluffs Park (2015, Bronze)

Regency on the Lake (2015, Bronze)

Riverview Manor (2015, Bronze)

Roosevelt Park Nursing & Rehabilitation Community (2015, Bronze)

Southgate Manor (2015, Bronze)

Tendercare Cass City (2015, Bronze)

Tendercare Kalamazoo (2015, Bronze)

Tendercare West Health and Rehabilitation (2015, Bronze)

Wayne Health and Rehab (2015, Bronze)

Bad Axe (2014, Silver)

Courtney Manor (2014, Silver)

Fairview Nursing and Rehabilitation Community (2013, Silver)

Sheffield Manor Nursing & Rehab (2014, Silver)

Tendercare Greenview (2014, Silver)

Autumnwood of Deckerville (2014, Bronze)

Brittany Manor (2014, Bronze)

Imperial Healthcare Centre (2014, Bronze)

Manor of Farmington Hills (2014, Bronze)

Regency at Whitmore Lake (2014, Bronze)

South Lyon Senior Care and Rehab (2014, Bronze)

St. Mary's Nursing and Rehab Center (2014, Bronze)

Tendercare of Holland (2014, Bronze)

Tendercare of Ludington Health and Rehab Center (2014, Bronze)

The Timbers of Cass County (2014, Bronze)